



# Washington State's Fee-For-Service Dual Eligible Demonstration Quarterly Report

**January 14, 2022**



This report provides a month-by-month look at dual Medicare-Medicaid beneficiaries' eligibility, enrollment, and engagement in Washington State's Duals Demonstration and Health Home program. A few key things to note:

- Health Homes was implemented in 14 counties in July 2013, 23 additional counties were added in October 2013, and the remaining 2 counties (King and Snohomish) joined in April 2017.
- Beneficiaries identified as "already aligned" with another Medicare shared savings program are not included among those deemed "demonstration eligible", though they are still eligible for Health Home services.
- Health Home dual beneficiaries are enrolled with one of twelve Health Home Fee-for-Service Lead Entities.

The report was prepared by DSHS Research and Data Analysis Division in collaboration with Washington State's Health Care Authority.

**Eligibility and Enrollment updated through December 2021**

**Engagement updated through September 2021**

**Health Home Team Review Date: January 12, 2022**

**DATA SOURCE:** Washington State Health Care Authority, ProviderOne (Medicaid) database.

Washington State  
Health Care Authority



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# Washington State's Fee-For-Service Dual Eligible Demonstration Quarterly Report

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## EXECUTIVE SUMMARY

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### Eligibility, Enrollment, and Engagement Trends

- In the last year, eligibility for the demonstration has plateaued to just under 30,000 dual eligible beneficiaries. The number of duals eligible for the program had been steadily dropping 0.5% per month in 2019 through 2020. There are three known issues that contributed to this trend.

1) There had been an increase in duals enrolled in Medicare Advantage (and thus excluded from Health Home eligibility).

2) Clients who once met the criteria of a PRISM score of 1.5 or above but are now below a PRISM score of 1.0 for 9 months or longer and who have lost eligibility.

3) There had been a slight decrease in overall dual Medicare-Medicaid eligibility.

- 26% of demonstration eligible dual beneficiaries are not currently participating in the program, either because they could not be reached (12%) by a Lead (meeting the due diligence outreach process), or they chose to opt out (15%) after being offered Health Home services.

Although the percent of demonstration eligible dual beneficiaries who have opted out has increased since 2015, it is unlikely that the real proportion of those unwilling to participate has changed; it is more likely that we as a program are more effective in identifying and disenrolling those who are unwilling to participate.

The recent drop in the monthly opt-out totals (beginning in April 2021) is due to a new program policy of ending opt-out status and re-offering Health Home services for those who have remained Health Home eligible for over a year.

- As of September 2021, 31% of enrolled duals were engaged in the month while 44% of those enrolled had been engaged in September 2021 or during a previous month. Overall engagement has remained fairly steady throughout the life of the demonstration, even as eligibility and enrollment have fluctuated at times.

### COVID-19

- Currently, we have not seen drastic changes to Eligibility, Enrollment, or Engagement levels for Dual Demonstration eligible beneficiaries since the beginning of the COVID-19 pandemic. We attribute some of the stability to the actions taken by Health Home program staff to support Leads and Care Coordinators in maintaining engagement with beneficiaries. These actions include, but are not limited to...

1) A remote version of the required 2-day Health Home Care Coordinator Basic Training was created and began being provided to new Care Coordinators in mid-March.

2) Additional free webinars and resources on COVID-19 and self-care have been made available to Care Coordinators, including webinars developed by a cross-agency workgroup between the Department of Health, the Health Care Authority, and the Department of Social and Health Services, created to support the community based workforce.

3) Care Coordination services began to be allowed over the phone, and beneficiaries were provided with mobile phones when needed to maintain engagement.

### Other Notes

- Rate increases for the three tiers of Health Home services went into effect on July 1st, 2020.

# 1. Overall Summary

January 14, 2022

## HIGHLIGHTS

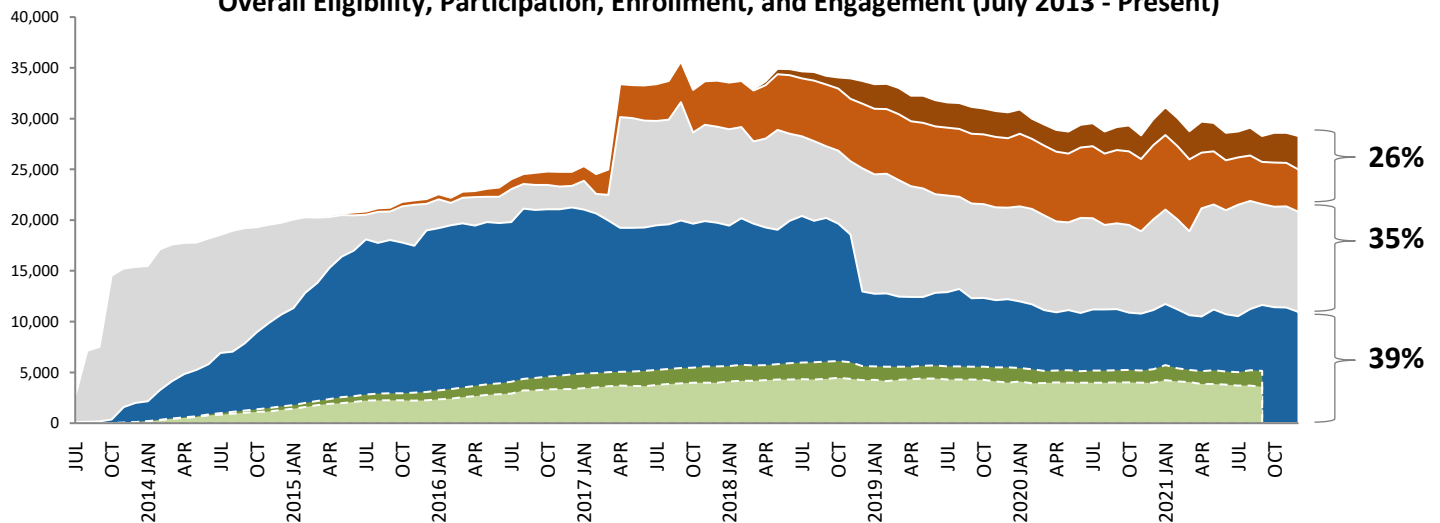
**28,269** total dual beneficiaries were eligible for the demonstration as of December 2021. Of those,

- **39%** are currently enrolled with a Health Home Lead Entity.
- **35%** are NOT currently enrolled, but will be as capacity allows.
- **26%** are not currently participating in the program, either because they could not be reached (9%) by a Lead (meeting the due diligence outreach process), or they chose to opt out (15%) after being offered Health Home services.

As of September 2021 there were a total of 11,657 Dual Beneficiaries enrolled with a Health Home Lead Entity. Of those,

- **44%** had received one or more Health Home services since their initial enrollment.
- **31%** had received a Health Home service during the month.

## Overall Eligibility, Participation, Enrollment, and Engagement (July 2013 - Present)



## Overall Eligibility, Participation, Enrollment, and Engagement Detail (previous 12 Months)

	Total Demo Eligible	Not Currently Participating				Not Currently Enrolled		Enrolled		Engaged			
		COULD NOT BE REACHED <sup>1</sup>		OPT-OUT <sup>1</sup>		NOT ENROLLED <sup>1</sup>		ENROLLED <sup>1</sup>		ENGAGED IN MONTH <sup>2</sup>		ENGAGED EVER <sup>2</sup>	
2021 JAN	31,132	2,752	9%	7,358	24%	9,272	30%	11,750	38%	4,247	36%	5,705	49%
FEB	30,047	2,771	9%	7,203	24%	8,859	29%	11,214	37%	4,104	37%	5,416	48%
MAR	28,763	2,770	10%	7,087	25%	8,271	29%	10,635	37%	4,061	38%	5,244	49%
APR	29,689	3,037	10%	5,498	19%	10,654	36%	10,500	35%	3,843	37%	5,106	49%
MAY	29,568	2,790	9%	5,225	18%	10,340	35%	11,213	38%	3,858	34%	5,228	47%
JUN	28,605	2,709	9%	4,921	17%	10,234	36%	10,741	38%	3,801	35%	5,083	47%
JUL	28,720	2,553	9%	4,674	16%	10,940	38%	10,553	37%	3,691	35%	5,038	48%
AUG	29,089	2,722	9%	4,492	15%	10,644	37%	11,231	39%	3,707	33%	5,199	46%
SEP	28,293	2,548	9%	4,161	15%	9,927	35%	11,657	41%	3,578	31%	5,137	44%
OCT	28,595	2,937	10%	4,341	15%	9,907	35%	11,410	40%	pending	-	pending	-
NOV	28,590	2,959	10%	4,275	15%	9,953	35%	11,403	40%	pending	-	pending	-
DEC	28,269	3,286	12%	4,161	15%	9,888	35%	10,934	39%	pending	-	pending	-

<sup>1</sup>Percent of Total Demonstration Eligible dual beneficiaries provided. <sup>2</sup>Percent of Total Demonstration Eligible and Enrolled dual beneficiaries provided.

## NOTES

This report provides a month-by-month look at dual Medicare-Medicaid beneficiaries' eligibility, enrollment, and engagement in Washington State's Duals Demonstration and Health Home program. A few things to note:

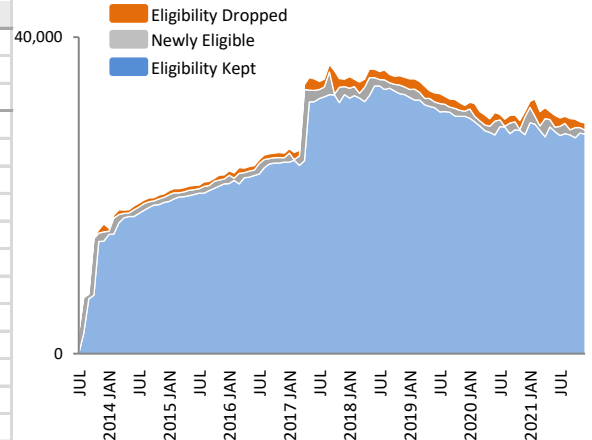
- Dual beneficiaries identified as "already aligned" with another Medicare shared savings program have been removed.
- Health Home engagement is based on accepted encounters which can take 3 months to receive.
- Beginning in January 2017, enrolled beneficiaries who chose not to participate have been dropped from enrollment (a change in policy).
- Enrollment dropped beginning in October 2018 due to the withdrawal of Optum as a Health Home Lead. Most actively participating beneficiaries were moved to other Health Home Leads, keeping their Care Coordinator intact.

## 2. Additional Eligibility, Enrollment, and Engagement Details

### Health Home Dual Beneficiary Eligibility Status

		Eligible	Newly Eligible <sup>1</sup>		Eligibility Kept		Eligibility Dropped	
		NUMBER	NUMBER	PERCENT <sup>2</sup>	NUMBER	PERCENT <sup>2</sup>	NUMBER	PERCENT <sup>3</sup>
2021	OCT	29,311	1,003	3%	28,308	97%	846	3%
	NOV	28,340	137	0%	28,203	96%	1,108	4%
	DEC	29,915	2,243	7%	27,672	98%	668	2%
	JAN	31,132	1,969	6%	29,163	97%	752	3%
	FEB	30,047	1,042	3%	29,005	93%	2,127	7%
	MAR	28,763	548	2%	28,215	94%	1,832	6%
	APR	29,689	2,303	8%	27,386	95%	1,377	5%
	MAY	29,568	894	3%	28,674	97%	1,015	3%
	JUN	28,605	536	2%	28,069	95%	1,499	5%
	JUL	28,720	1,165	4%	27,555	96%	1,050	4%
	AUG	29,089	1,282	4%	27,807	97%	913	3%
	SEP	28,293	637	2%	27,656	95%	1,433	5%
	OCT	28,595	1,317	5%	27,278	96%	1,015	4%
	NOV	28,590	715	3%	27,875	97%	720	3%
	DEC	28,269	539	2%	27,730	97%	860	3%

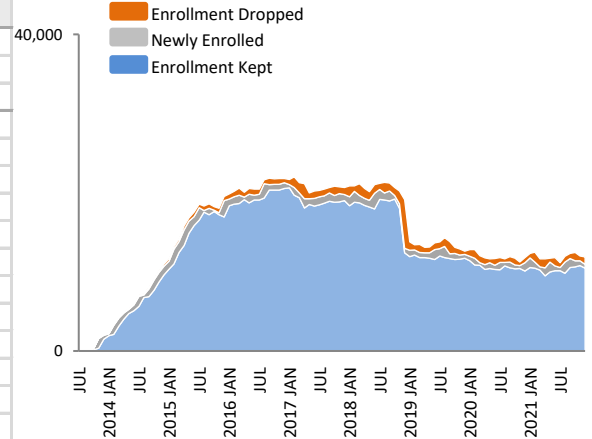
#### Eligibility Status



### Health Home Dual Beneficiary Enrollment Status

		Enrolled	Newly Enrolled <sup>1</sup>		Enrollment Kept		Enrollment Dropped	
		NUMBER	NUMBER	PERCENT <sup>2</sup>	NUMBER	PERCENT <sup>2</sup>	NUMBER	PERCENT <sup>3</sup>
2021	OCT	10,878	491	5%	10,387	93%	838	7%
	NOV	10,778	344	3%	10,434	96%	444	4%
	DEC	11,133	1,015	9%	10,118	94%	660	6%
	JAN	11,750	1,205	10%	10,545	95%	588	5%
	FEB	11,214	734	7%	10,480	89%	1,270	11%
	MAR	10,635	429	4%	10,206	91%	1,008	9%
	APR	10,500	1,003	10%	9,497	89%	1,138	11%
	MAY	11,213	1,217	11%	9,996	95%	504	5%
	JUN	10,741	583	5%	10,158	91%	1,055	9%
	JUL	10,553	425	4%	10,128	94%	613	6%
	AUG	11,231	1,417	13%	9,814	93%	739	7%
	SEP	11,657	1,110	10%	10,547	94%	684	6%
	OCT	11,410	792	7%	10,618	91%	1,039	9%
	NOV	11,403	600	5%	10,803	95%	607	5%
	DEC	10,934	470	4%	10,464	92%	939	8%

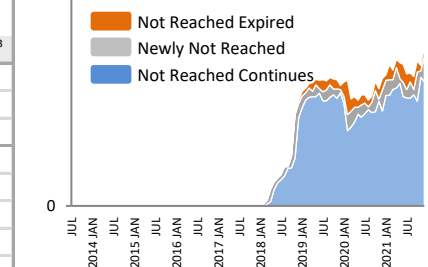
#### Enrollment Status



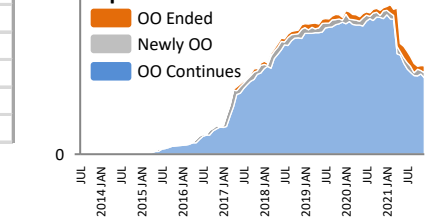
### Health Home Dual Beneficiary Could Not Be Reached and Opt-Out Status

		Total Not Reached	Newly Could Not Be Reached <sup>1</sup>		Could Not Be Reached Expired <sup>4</sup>		Total Opt-Out	Newly Opt-Out <sup>1</sup>		Opt-Out Ended <sup>5</sup>	
		NUMBER	NUMBER	PERCENT <sup>2</sup>	NUMBER	PERCENT <sup>3</sup>	NUMBER	NUMBER	PERCENT <sup>2</sup>	NUMBER	PERCENT <sup>3</sup>
2021	OCT	2,528	465	18%	207	9%	7,251	244	3%	196	3%
	NOV	2,338	41	2%	231	9%	7,096	100	1%	255	4%
	DEC	2,543	461	18%	256	11%	7,314	385	5%	167	2%
	JAN	2,752	330	12%	121	5%	7,358	231	3%	187	3%
	FEB	2,771	347	13%	328	12%	7,203	285	4%	440	6%
	MAR	2,770	210	8%	211	8%	7,087	193	3%	309	4%
	APR	3,037	450	15%	183	7%	5,498	376	7%	1,965	28%
	MAY	2,790	104	4%	351	12%	5,225	154	3%	427	8%
	JUN	2,709	313	12%	394	14%	4,921	277	6%	581	11%
	JUL	2,553	183	7%	339	13%	4,674	325	7%	572	12%
	AUG	2,722	364	13%	195	8%	4,492	311	7%	493	11%
	SEP	2,548	113	4%	287	11%	4,161	148	4%	479	11%
	OCT	2,937	636	22%	247	10%	4,341	333	8%	153	4%
	NOV	2,959	145	5%	123	4%	4,275	177	4%	243	6%
	DEC	3,286	558	17%	231	8%	4,161	252	6%	366	9%

#### Could Not Be Reached Status



#### Opt-Out Status



<sup>1</sup>Includes beneficiaries who are eligible/enrolled/Opt-Out/Not Reached for the first time, or who returned as after a 1+ month gap.

<sup>2</sup>Denominator is the current month's Health Home eligible/enrolled/Opt-Out/Not Reached dual beneficiaries.

<sup>3</sup>Denominator is the previous month's Health Home eligible/enrolled/Opt-Out/Not Reached dual beneficiaries.

<sup>4</sup>Beneficiaries' "could not be reached" designation automatically expires after 15 months, after which, if they remain eligible, they will be re-assigned to a Lead.

<sup>5</sup>Beneficiaries previously remained "opted out" permanently unless they opt back in. As a new policy we are ending opt-out stated and re-offering services again after a certain period.

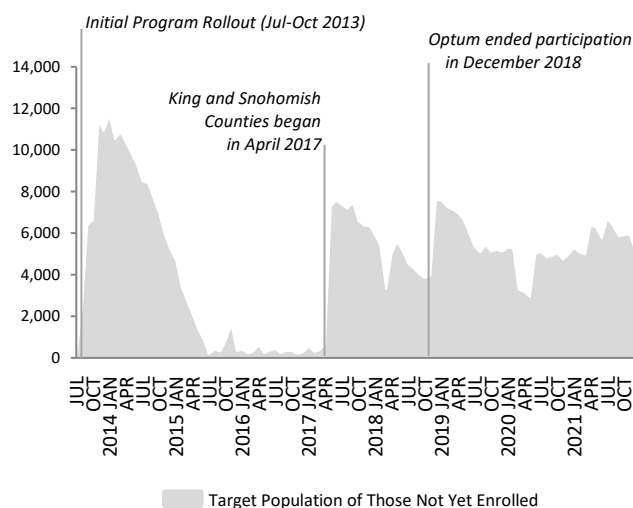
### 3. Identifying Target Population of Those Not Yet Enrolled

NOTES

- While a goal of the program is to increase enrollment and engagement, a particular subgroup of those not enrolled are the highest priority. This Target Population of Those Not Yet Enrolled excludes
  - Beneficiaries eligible for their first month (*a month enrollment lag is required to meet 30 day notification requirements*).
  - Beneficiaries with a PRISM Risk Score less than 1.5 (*an unofficial policy used to manage capacity*).
  - American Indian and Alaska Native Beneficiaries (*not passively enrolled per official policy*).
- Given the exclusions, the Target Population of Those Not Yet Enrolled had consistently decreased after each expansion noted in the plot below (initial program rollout, expansion to King/Snohomish Counties, end of Optum's participation in program). Over the last year, the number has plateaued around 6,000 beneficiaries.
- Prior to this (1/14/2022) release of the report, Due Diligence clients had been included among the total of those not enrolled. They have now been removed (as are Opt-Out clients) since they are not available for enrollment while having Due Diligence status.

#### Target Population of Those Not Yet Enrolled

		Demonstration Eligible		Target Population				Eligible, Not Yet Enrolled		Target Population	
		NUMBER	PERCENT	NUMBER	PERCENT			NUMBER	PERCENT	NUMBER	PERCENT
2021	OCT	29,311	17%	5,027	17%			8,654	58%	5,027	58%
	NOV	28,340	17%	4,726	17%			8,128	58%	4,726	58%
	DEC	29,915	17%	4,992	17%			8,925	56%	4,992	56%
	JAN	31,132	17%	5,276	17%			9,272	57%	5,276	57%
	FEB	30,047	17%	5,064	17%			8,859	57%	5,064	57%
	MAR	28,763	17%	4,968	17%			8,271	60%	4,968	60%
	APR	29,689	22%	6,396	22%			10,654	60%	6,396	60%
	MAY	29,568	21%	6,255	21%			10,340	60%	6,255	60%
	JUN	28,605	20%	5,732	20%			10,234	56%	5,732	56%
	JUL	28,720	23%	6,701	23%			10,940	61%	6,701	61%
	AUG	29,089	22%	6,363	22%			10,644	60%	6,363	60%
	SEP	28,293	21%	5,864	21%			9,927	59%	5,864	59%
	OCT	28,595	21%	5,888	21%			9,907	59%	5,888	59%
	NOV	28,590	21%	5,957	21%			9,953	60%	5,957	60%
	DEC	28,269	18%	5,221	18%			9,888	53%	5,221	53%



#### Target Population of Those Not Yet Enrolled, by Residential County

##### Total Count of Target Population of Those Not Yet Enrolled, December 2021



501 - 1,787
251 - 500
101 - 250
11 - 100
0 - 10

##### Top 10 Counties

RANK	COUNTY	Count
1	KING	1,787
2	THURSTON	435
3	KITSAP	401
4	GRAYS HARBOR	393
5	SPOKANE	350
6	CLALLAM	275
7	PIERCE	246
8	LEWIS	236
9	MASON	210
10	PACIFIC	144

#### Target Population of Those Not Yet Enrolled as Percent of Demonstration Eligible Beneficiaries, December 2021



50.1% - 61.0%
30.1% - 50.0%
20.1% - 30.0%
10.1% - 20.0%
0.0% - 10.0%

##### Top 10 Counties

RANK	COUNTY	% OF ELIGIBLE
1	LEWIS	60.1%
2	MASON	57.5%
3	PACIFIC	54.3%
4	KITSAP	51.9%
5	THURSTON	47.2%
6	JEFFERSON	43.9%
7	CLALLAM	39.3%
8	GRAYS HARBOR	37.8%
9	KING	29.4%
10	STEVENS	23.4%

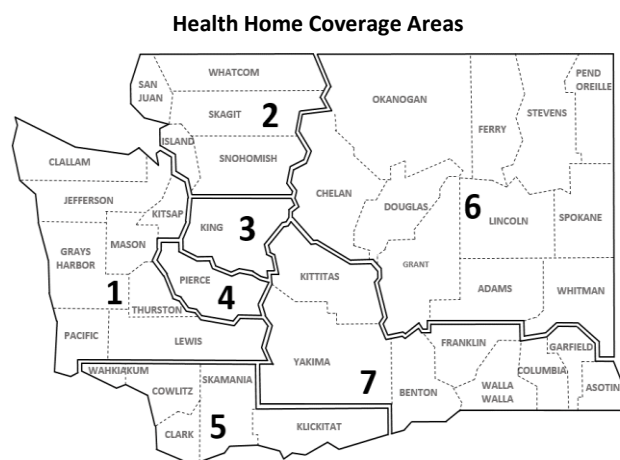
## 4. Lead Entity Detail

### NOTES

- Health Home dual beneficiaries are enrolled with one of the twelve Health Home Lead Entities.
- There are three types of Health Home Lead Entities.
  - Area Agencies on Aging (AAA)
  - Community-Based Organizations (CBO)
  - Managed Care Organizations (MCO)
- Optum stopped participation in the Health Home program in December 2018.

### Health Home Lead Entity Coverage Area Map for Dual Beneficiaries

Type	Lead Entity	HH Start Date	HH Coverage Area						
			1	2	3	4	5	6	7
AAA	Northwest Regional Council AAA	OCT 2013							
	Olympic AAA	FEB 2019							
	Pierce County AAA	DEC 2018							
	Southeast WA Aging and LTC AAA	JUL 2013							
	Southwest AAA	DEC 2018							
CBO	Community Choice	OCT 2013							
	Full Life Care	APR 2017							
	Elevate Health	Aug 2019							
MCO	Community Health Plan of Washington	JUL 2013							
	Coordinated Care	JAN 2018							
	Molina	JUL 2016							
	United Health Care Community Plan	JUL 2013							

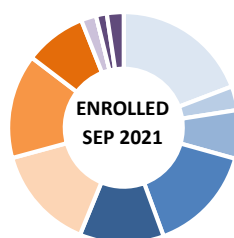


### Health Home Dual Beneficiary Enrollment and Engagement Summary by Lead Entity

Type	Lead Entity	Enrollment Summary September 2021			Engagement Summary September 2021			
		ENROLLED	% OF TOTAL ENROLLED BY LEAD	RANK	ENGAGED	% OF ENROLLED ENGAGED IN MONTH	% OF TOTAL ENGAGED BY LEAD	RANK
AAA	Northwest Regional Council AAA	2,237	19%	1	738	33%	21%	1
	Olympic AAA	389	3%	8	157	40%	4%	7
	Pierce County AAA	791	7%	7	193	24%	5%	6
	Southeast WA Aging and LTC AAA	1,757	15%	2	458	26%	13%	4
	Southwest AAA	1,373	12%	5	624	45%	17%	2
CBO	Community Choice	1,702	15%	3	603	35%	17%	3
	Full Life Care	1,700	15%	4	451	27%	13%	5
	Elevate Health	1,007	9%	6	119	12%	3%	8
MCO	Community Health Plan of Washington	248	2%	10	54	22%	2%	11
	Coordinated Care <sup>1</sup>	<11	-	12	<11	-	-	12
	Molina	176	2%	11	96	55%	3%	9
	United Health Care Community Plan	274	2%	9	79	29%	2%	10

<sup>1</sup>Coordinated Care only serves Fee-for-Service Duals under special circumstances.

Distribution of  
Enrolled Dual  
Beneficiaries  
by Lead Entity

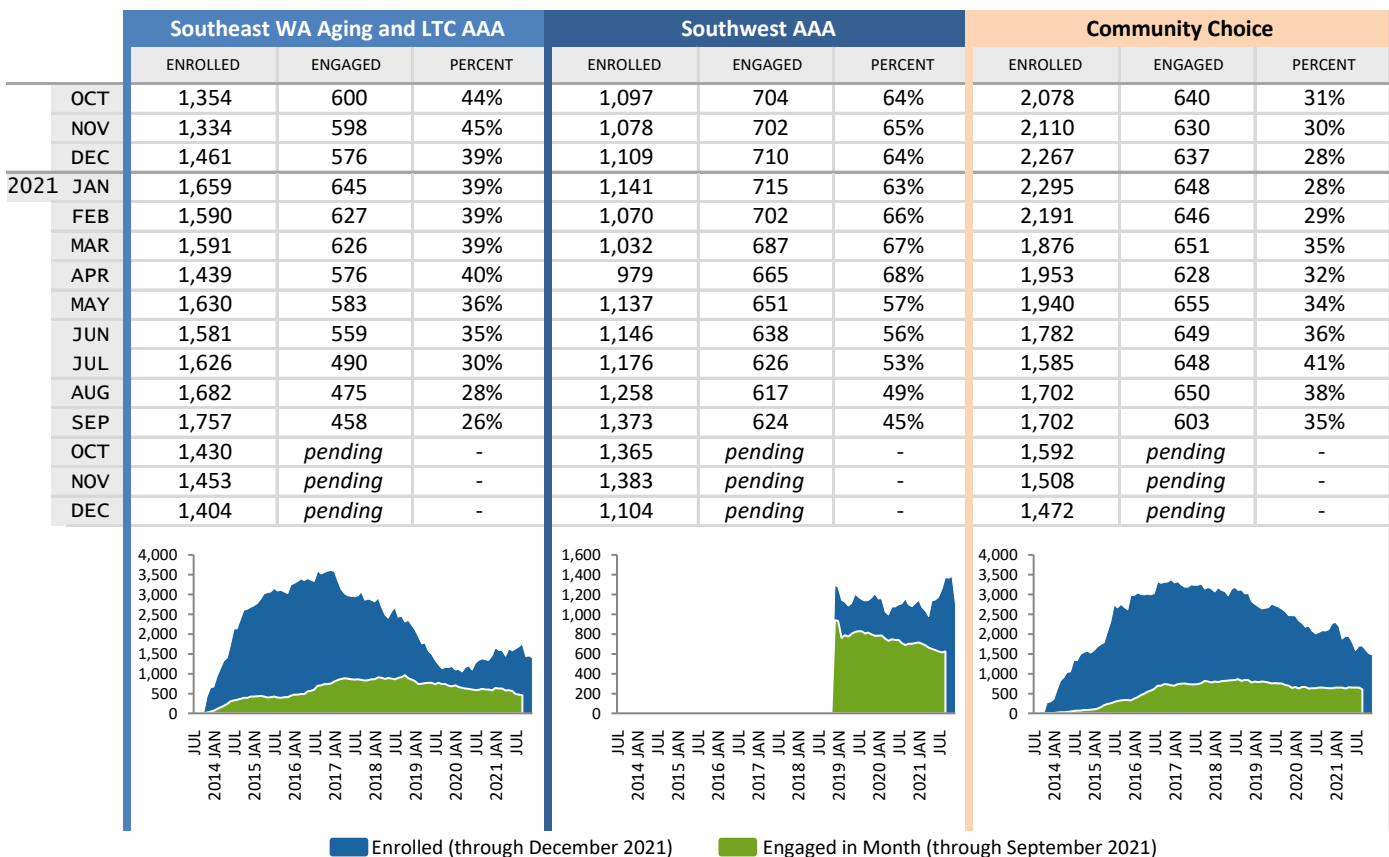
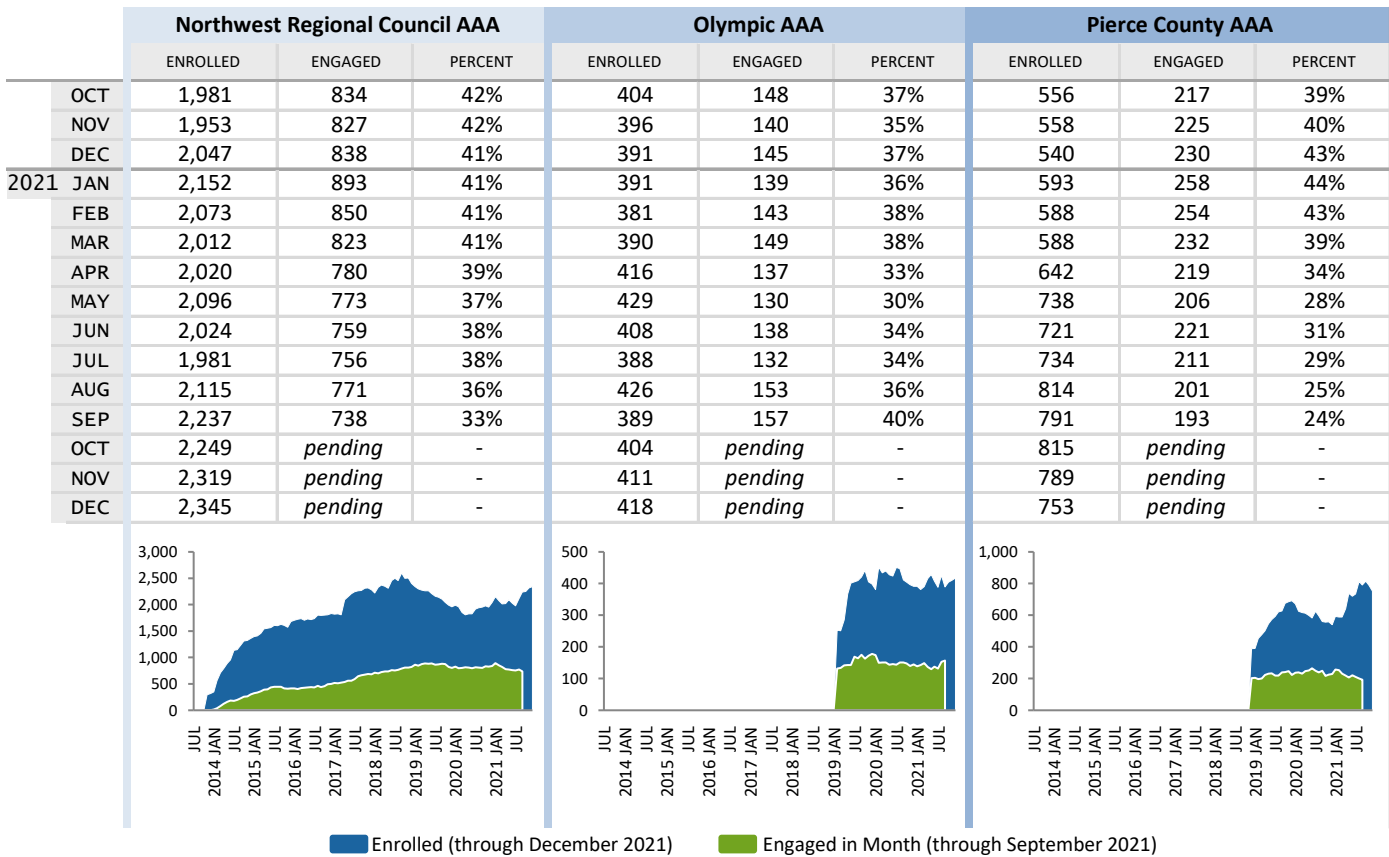


Distribution of  
Engaged Dual  
Beneficiaries  
by Lead Entity

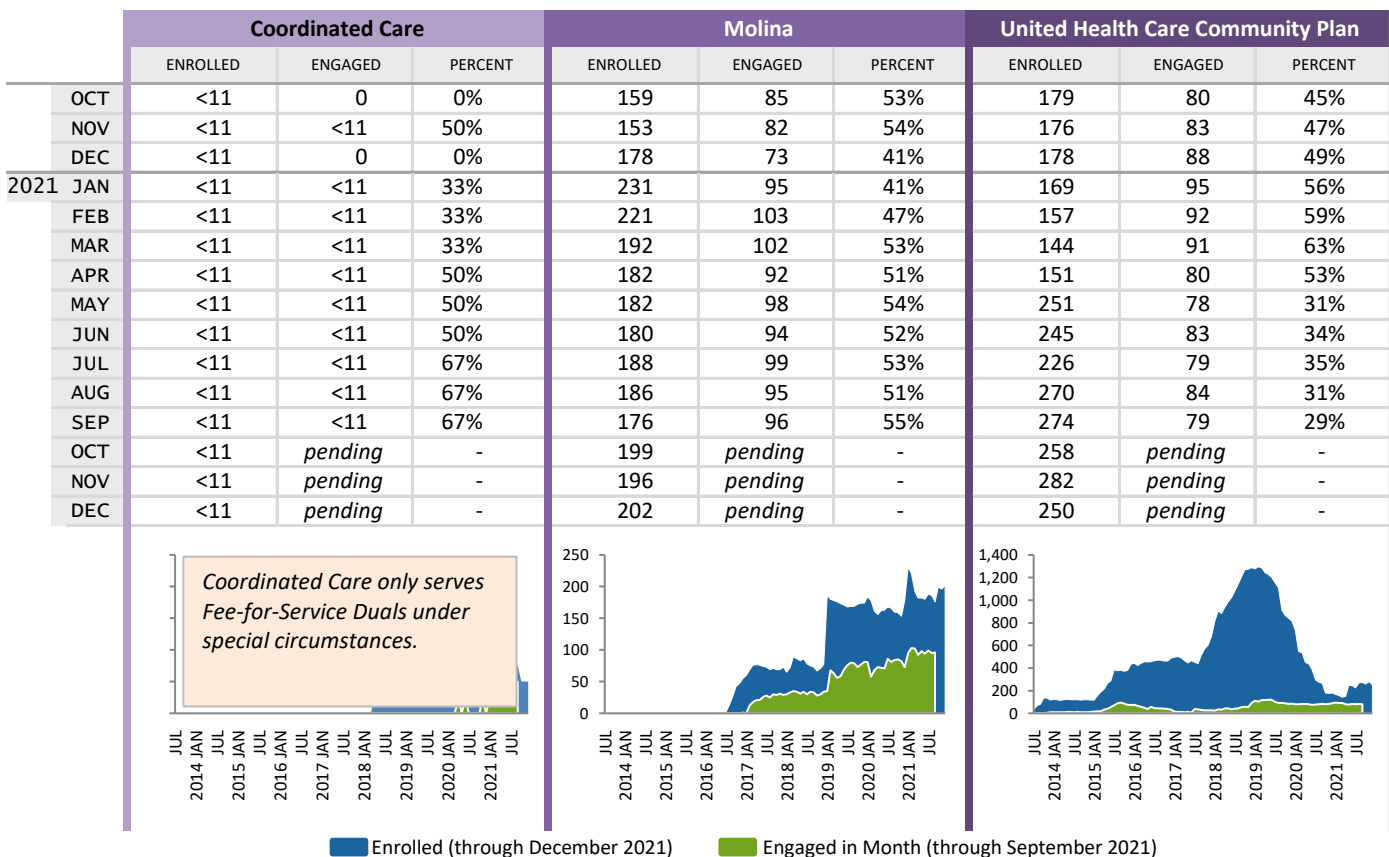
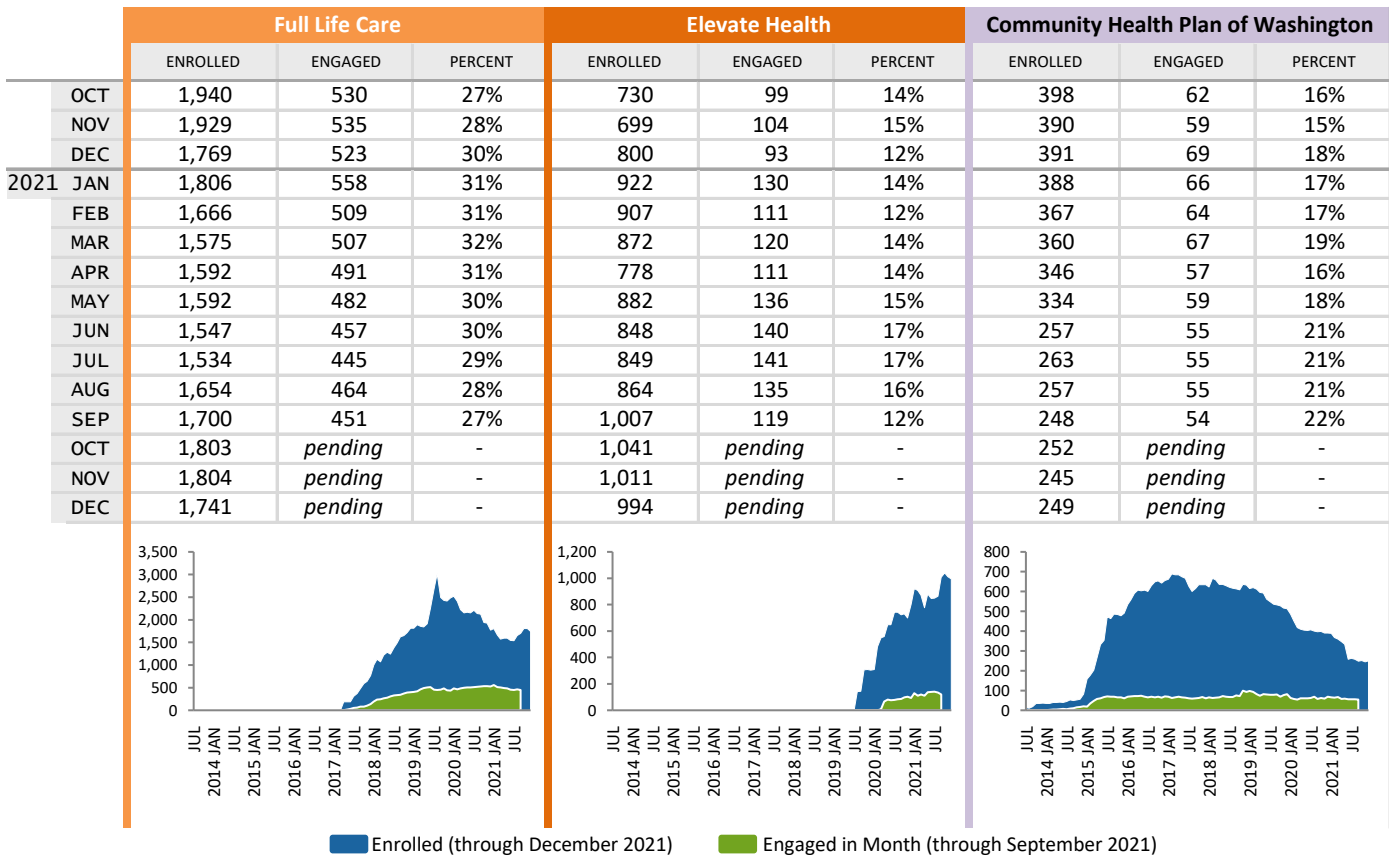




## Health Home Dual Beneficiary Enrollment and Engagement by Lead Entity



## Health Home Dual Beneficiary Enrollment and Engagement by Lead Entity (cont.)





## 5. Government Accountability Office (GAO) Measure Tracking and Results

### NOTES

- The tracking grid below reflects the status of the GAO Measure Collection Lists returned by each Health Home Lead.
- The Measure Results reflect GAO Measure 4 as calculated on the Final GAO Results Lists distributed to the Health Home Leads.
- For Demonstration Year 5 (the period of November 2017 through October 2018), the state was deemed to pass the quality performance goal as all Health Home Leads reported their GAO measure. For Demonstration Year 6, the benchmark for GAO Measures was either 63%/44% for Assessment Completed/Care Plan Completed (not met), or a 21%/20% improvement from the previous year (met).

### Health Home Lead Entity GAO Measure Collection List Tracking

Type	Lead Entity	Demonstration Year 8 2021										Demonstration Year 9 2022	
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
AAA	Northwest Regional Council AAA												
	Olympic AAA												
	Pierce County AAA												
	Southeast WA Aging and LTC AAA												
	Southwest AAA												
CBO	Community Choice												
	Full Life Care												
	Elevate Health												
MCO	Community Health Plan of Washington												
	Coordinated Care												
	Molina												
	United Health Care Community Plan												

	N/A - No Collection List sent to HH Lead Entity (no new enrollees/not yet created)		Collection List Completed and Returned		Collection List Not Yet Returned
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### Health Home Lead Entity GAO Measure Results (Demonstration Year 5, 6, and Partial Year 7 Results)

GAO Measure 4: The percentage of Demonstration eligible Medicare-Medicaid enrollees who are willing to participate and could be reached, or who had fewer than 3 documented outreach attempts within 90 days, who had a health action plan completed within 90 days of initial enrollment.

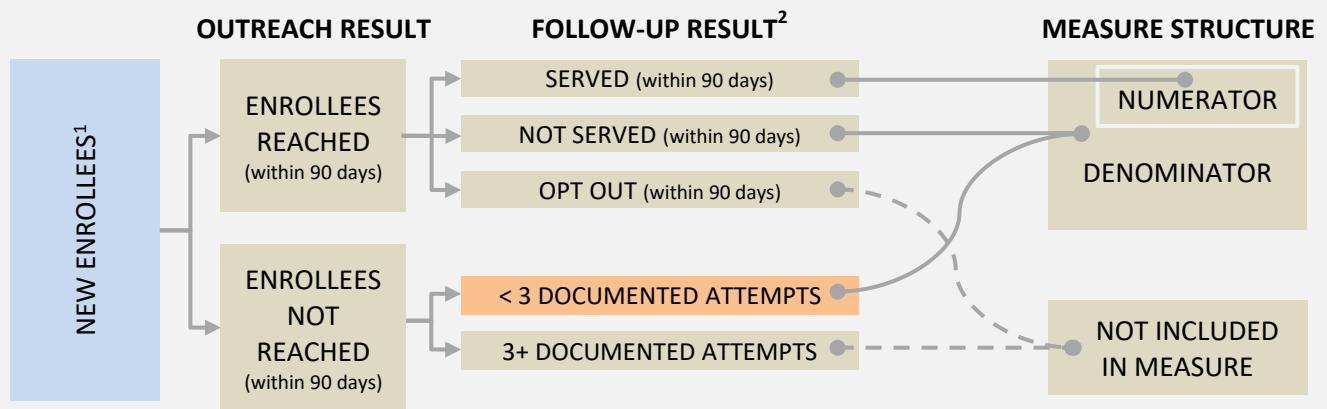
Type	Lead Entity	Demonstration Year 5 (Nov 2017 - Oct 2018)			Demonstration Year 6 (Nov 2018 - Oct 2019)			Demonstration Year 7 (Nov 2019 - Oct 2020)		
		NUM	DEN	RATE	NUM	DEN	RATE	NUM	DEN	RATE
AAA	Northwest Regional Council AAA	126	622	20.3%	140	347	40.3%	113	213	53.1%
	Olympic AAA	-	-	-	<11	65	-	14	42	33.3%
	Pierce County AAA	-	-	-	27	91	29.7%	19	48	39.6%
	Southeast WA Aging and LTC AAA	180	525	34.3%	76	118	64.4%	21	77	27.3%
	Southwest AAA	-	-	-	99	134	73.9%	55	104	52.9%
CBO	Community Choice	141	543	26.0%	52	356	14.6%	34	103	33.0%
	Full Life Care	227	1,047	21.7%	180	507	35.5%	97	164	59.1%
	Elevate Health	-	-	-	0	107	0.0%	13	102	12.7%
	Optum (ended participation in Dec 18)	119	1,658	7.2%	-	-	-	-	-	-
MCO	Community Health Plan of Washington	<11	69	-	0	<11	0.0%	0	<11	0.0%
	Coordinated Care	-	0	-	-	0	-	-	0	-
	Molina	0	<11	0.0%	<11	<11	-	0	<11	0.0%
	United Health Care Community Plan	33	489	6.7%	<11	100	-	0	<11	0.0%
TOTAL		832	4,957	16.8%	589	1,830	32.2%	366	856	42.8%

## Health Home Lead Entity Outreach and GAO Measure Improvement

### NOTES

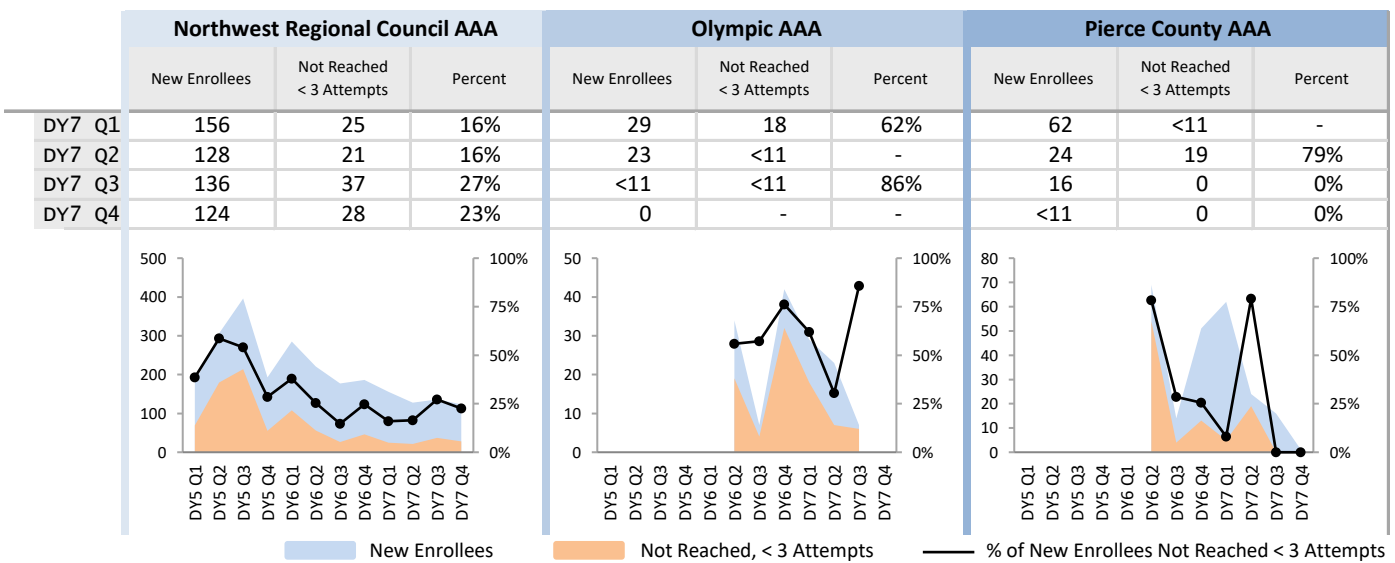
- This portion of the GAO Measure section explores the subset of new enrollees who could not be reached with fewer than 3 documented attempts (based on information obtained via the GAO tracking lists). We are highlighting this subset because reducing the number of clients in this group is a meaningful way to improve outreach and a straightforward way to improve the GAO measure results.
- As seen in the Outreach Scenarios diagram below, the new enrollees not reached with fewer than 3 attempts are treated the same as new enrollees who are reached but not served within 90 days, for the purposes of the GAO Measure. That is, they are included in the denominator, but not in the numerator. If additional contact attempts are made and the client is reached, but not served within 90 days, the GAO Measure will remain the same.
- In all other scenarios the GAO Measure will increase. Either the client will be added to the numerator (if they are reached and served within 90 days), or the client will be removed from the denominator if they were reached and opted out within 90 days, or if they could not be contacted with 3+ documented attempts).
- The lead-specific tables and charts below show the number of new enrollees and the number (and percent) of those new enrollees who could not be reached with fewer than 3 attempts. It is the goal of the program to minimize this group.

### OUTREACH SCENARIOS



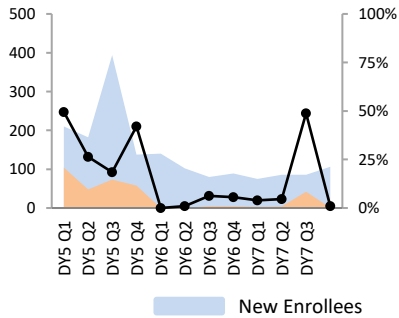
<sup>1</sup>New Enrollees who meet the GAO List inclusion criteria. <sup>2</sup>The Follow-Up Result definitions are based on information provided and received via the GAO Lists.

## Health Home Lead Entity Outreach Detail

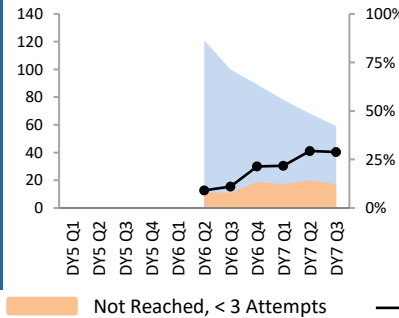


## Health Home Lead Entity Outreach Detail (cont.)

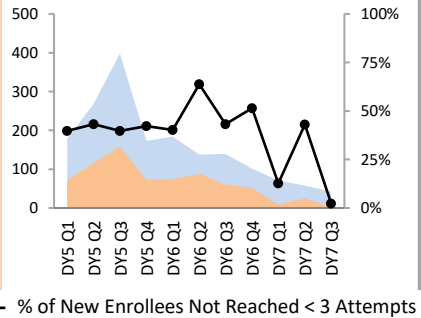
Southeast WA Aging and LTC AAA			
	New Enrollees	Not Reached < 3 Attempts	Percent
DY7 Q1	75	<11	-
DY7 Q2	86	<11	-
DY7 Q3	86	42	49%
DY7 Q4	106	<11	-



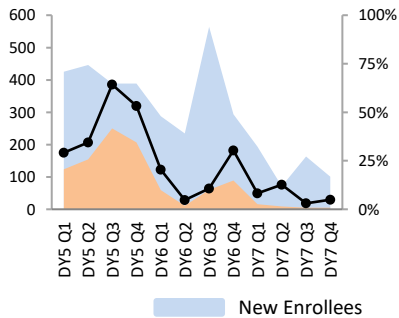
Southwest AAA			
	New Enrollees	Not Reached < 3 Attempts	Percent
DY5 Q1	78	17	22%
DY5 Q2	68	20	29%
DY5 Q3	59	17	29%
DY5 Q4	100	27	27%



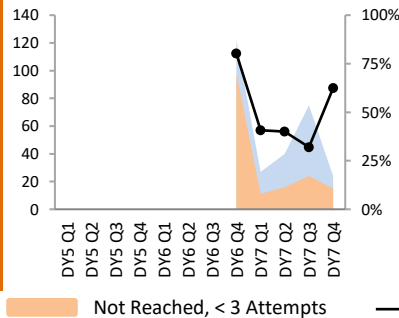
Community Choice			
	New Enrollees	Not Reached < 3 Attempts	Percent
DY5 Q1	71	<11	-
DY5 Q2	58	25	43%
DY5 Q3	42	<11	-
DY5 Q4	82	16	20%



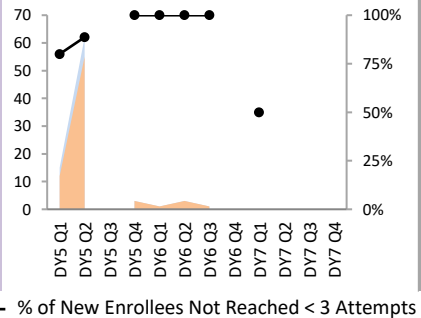
Full Life Care			
	New Enrollees	Not Reached < 3 Attempts	Percent
DY7 Q1	194	16	8%
DY7 Q2	71	<11	-
DY7 Q3	163	<11	-
DY7 Q4	101	<11	-



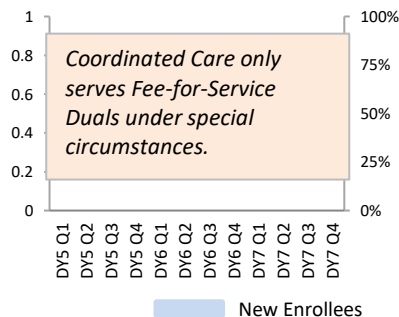
Elevate Health			
	New Enrollees	Not Reached < 3 Attempts	Percent
DY5 Q1	27	11	41%
DY5 Q2	40	16	40%
DY5 Q3	75	24	32%
DY5 Q4	24	15	63%



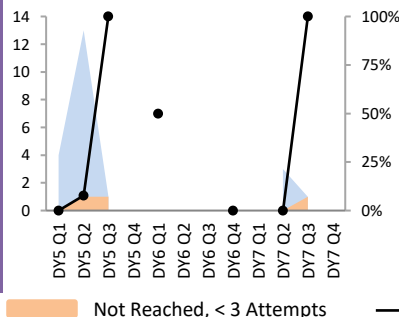
Community Health Plan of Washington			
	New Enrollees	Not Reached < 3 Attempts	Percent
DY5 Q1	<11	<11	50%
DY5 Q2	0	-	-
DY5 Q3	0	-	-
DY5 Q4	0	-	-



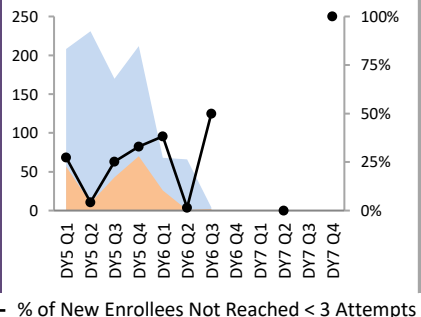
Coordinated Care			
	New Enrollees	Not Reached < 3 Attempts	Percent
DY7 Q1	0	-	-
DY7 Q2	0	-	-
DY7 Q3	0	-	-
DY7 Q4	0	-	-



Molina			
	New Enrollees	Not Reached < 3 Attempts	Percent
DY5 Q1	0	-	-
DY5 Q2	<11	0	0%
DY5 Q3	<11	<11	100%
DY5 Q4	0	-	-



United Health Care Community Plan			
	New Enrollees	Not Reached < 3 Attempts	Percent
DY5 Q1	0	-	-
DY5 Q2	<11	0	0%
DY5 Q3	0	-	-
DY5 Q4	<11	<11	100%

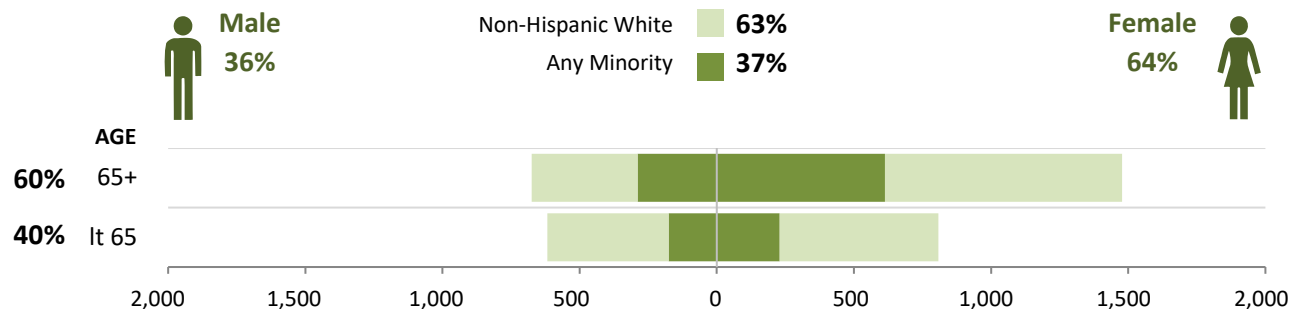


## 6. Demographic Details and Serious Mental Illness

### NOTES

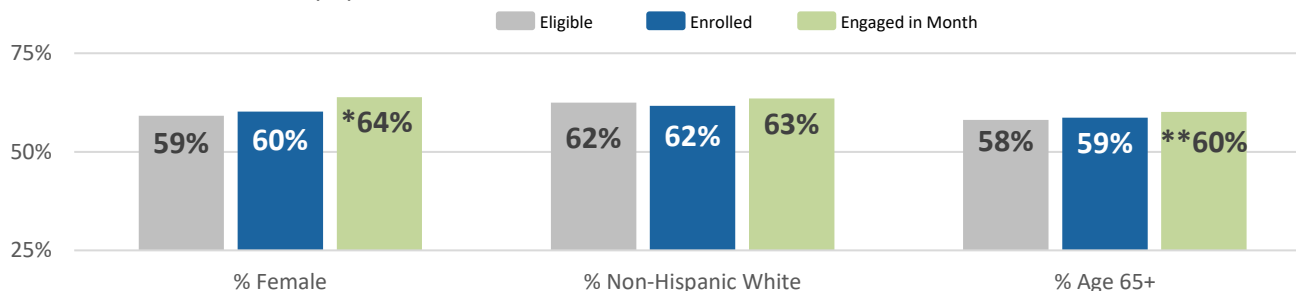
- A Minority Engagement Workgroup made up of staff from the Health Care Authority, the Department of Social and Health Services, and the Health Home Leads has been created to address engaging clients from underserved communities (including those with Serious Mental Illness).
- Demographic information is obtained from the ProviderOne (Medicaid) database.
- Any Minority includes any category besides Non-Hispanic White (including Hispanic, Other, and Unknown/Not Provided).

### Demographic Breakdown of Engaged Dual Beneficiaries, September 2021



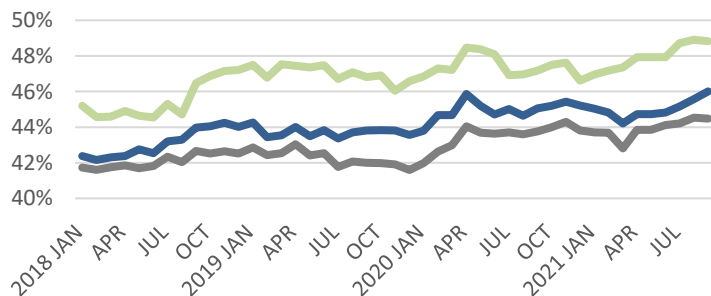
The percentage of Female, and Age 65+ clients are higher in the Engaged population than in the Eligible, or Enrolled populations in September 2021 (\* $p < 0.001$ ; \*\* $p < 0.01$ ).

The percentage of Non-Hispanic White clients was previously higher in the Engaged population, but has become more consistent between these populations.



Is the Duals Demonstration reaching those with Serious Mental Illness? Yes. In fact, the percentage of Dual Beneficiaries with an indication of Serious Mental Illness in the last 15 months is higher\* in the Engaged population than in the Eligible, or Enrolled populations in September 2021 (\* $p < 0.001$ ).

This trend has held since January 2018 when Serious Mental Illness Indication was first tracked.



### NOTES

- Serious Mental Illness is indicated by a diagnosis in the CDPS psychiatric risk groups characterized by the following representative conditions: schizophrenia and related psychotic disorders; mania and bipolar disorders; major recurrent depression.
- The indication of SMI is based on Medicaid and Medicare data, and has been extracted from PRISM beginning in 2018.